

Office of Business Development

Boston's Business Resource

Providing access to financial and technical resources to entrepreneurs and existing businesses in Boston's neighborhoods

Small Business Technical Assistance Resource Guide

September 2000

Dear Friends,

I am pleased to introduce the City of Boston *Small Business*

Technical Assistance Resource Guide. Small businesses are the backbone of our city's economy. Support for them is key to the success of our community life. I appreciate the valuable work and contributions of the over 30,000 businesses in Boston and, along with our staff and public and private partners, strive to ensure their prosperity.

To help foster small business success, this guide provides you with information about business development resources available throughout the Boston area. The organizations and agencies listed in here will connect you with assistance in business plan development, financial management, permitting and licensing, marketing, and commercial design.

Whatever the size, maturity, or location of your business, use the *Small Business Technical Assistance Resource Guide* as a tool for business success in Boston.

Sincerely,



Thomas M. Menino

Mayor of Boston

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What is Small Business Technical Assistance?

More than 30,000 businesses operate in Boston today. Approximately 11,000 are small businesses. Yours is considered a small business if you employ fewer than 100 employees and generate revenues of less than \$10 million.

Technical Assistance is a term used to describe the practical business development training and advice available that can help you implement your plans to start, sustain, or expand your business.*

Technical assistance includes a range of activities and offerings. For instance, the many ways you can obtain technical assistance include:

- Library resources
- Workshops and seminars
- Drop-in centers
- One-to-one consultations
- Peer groups

Through these various venues, you can conduct your own research or work with business managers, trainers, and mentors. They can discuss a variety of topics with you including:

- Business plan development
- Loan packaging
- Administration
- Financial management
- Marketing
- Commercial design

Business planning is an on-going process of setting and redefining goals, learning about your market and taking advantage of opportunities to improve your approach to serving your customers and increasing profits. The technical assistance providers listed in this guide will help you with this process and steer you towards assistance that will enable you to achieve your business goals.

Note that the Technical Assistance resources described in this Guide include loan packaging services. See the Office of Business Development's *Small Business Financial Resource Guide* for more information about financing programs available through lender institutions.

The **City of Boston Office of Business Development** provides quality services and resources to entrepreneurs, business owners, and neighborhood business districts to help businesses expand, create jobs, and play a vital role in local communities and the city's economy. The Office helps business owners identify and coordinate a full range of business services, including:

- Business plan development
- Marketing
- Licensing and permitting
- Referrals to private and public sources of capital
- Commercial design services
- Commercial real estate development finance

The **Office's Business Assistance Team**—currently located at the Boston Empowerment Center, 20 Hampden Street, Roxbury—coordinates an array of business services and resources provided by the City of Boston and its partners. As your voice in City Hall, the Team can advocate for you and guide you through the city permitting, licensing, and zoning processes. Through its Small Business Technical Assistance Program, the Team can also assist qualified businesses with referrals to private and public lending agencies for business capital.

The Business Assistance Team can help you find the right technical assistance. The Team provides site finding services and will work with you to identify a range of technical assistance resources through the City and its partners. The Office of Business Development also publishes business publications, available in hard copy and on the City of Boston web site, www.cityofboston.gov/dnd/obd or keyword "Economic Development."

Additional resources include the 19 **Boston Main Streets** offices and the **Boston Public Library** system that includes the Kirstein Business branch in downtown Boston and your local neighborhood branch library. Many **community**

organizations in partnership with the City provide technical assistance. The **State and Federal government** also support small business with site finding services, technical assistance, financial aid programs, and tax assistance. Many organizations listed in the following pages provide consultation and other services in languages that include Cape Verdean, Chinese, French, Haitian Creole, Italian, Portuguese, Russian, Spanish, Vietnamese, as well as in English.

This guide outlines assistance for owners of startup businesses, existing businesses, and home-based businesses interested in establishing, expanding, or relocating their businesses in Boston. The guide includes the following sections:

- **Section One**—Technical Assistance Summary Chart
- **Section Two**—Technical Assistance Providers Contact List
- **Section Three**—Publications and Web Sites

Section One— Technical Assistance Summary Chart— If you know already the specific type of business assistance you need, use this chart to identify the appropriate provider organizations. Then go to Section Two and look up more information about that provider.

Section One lists agencies alphabetically within the following categories:

- **City of Boston Technical Assistance Partners**—the Office of Business Development Business Assistance Team and the partners listed work together to bring you a range of technical assistance programs, services, and workshops and training that cover all facets of business development, financial management, marketing, and commercial design.
- **Boston Community Organizations**— includes agencies that collaborate with the Office of Business Development and its Technical Assistance partners to provide direct service or referrals to business and community resources throughout the city.
- **City of Boston Resources**— includes municipal government organizations that offer technical assistance, business information, and guidance on zoning, licensing, permitting, and taxes. For more information on the city, state, and federal licensing and permitting intricacies of starting, expanding, or relocating a business in Boston, see the Office of Business Development publication *Where to Start—Building your Business in Boston*.
- **State of Massachusetts Departments and Agencies**— lists important state departments to contact if you are starting, expanding, or relocating your business in Boston.
- **Federal Divisions and Agencies**— lists important federal departments to contact if you are starting, expanding, or relocating your business in Boston.

The chart in Section One includes general categories of technical assistance offered by the agencies listed. Each category covers a range of technical assistance as described below:

- **Business Plan Development**—setting goals, conducting market research, qualifying for loans and financing, as well as identifying legal and tax issues to address during the life cycle of your business.
- **Financial Management**—tax assistance, bookkeeping and accounting, and sales profit and cash flow projections.
- **Marketing Assistance**—image and store branding, collateral development, advertising and promotion strategies, and market research.
- **Design Assistance**—interior design and storefront façade improvements.
- **Training, Workshops, and Seminars**—comprehensive courses presented over a series of weeks or months as

well as brief sessions covering business planning, financial management, taxes, marketing, and design, among others.

- **Other**— captures additional services offered by the organizations listed including site finding programs, financial resources, licensing and permitting guidance, networking, international trade, among others. See specific listings in Section Two for details about services.

Section Two— Technical Assistance Provider Contact List— provides details about the technical assistance programs and services provided by each agency in an alphabetical listing. Each listing also includes the languages spoken by staff, whether the office accommodates walk-in service, and fees charged for services, if any.

Section Three— Publications and Web Sites— provides you with additional information resources. Note that many web sites include links to extensive listings of related sites.

For more information and to provide additional listings to this guide, contact the City of Boston, Office of Business Development, 26 Court Street, Boston, MA 02108, 617.635.0403, 617.635.0282 (fax).

Technical Assistance Summary Chart

| Organizations and Agencies | General Technical Assistance Offered (see Section Two for Program Details) | | | | | |
|--|--|----------------------|-----------|--------|-------------------------------------|-------|
| | Business Plan Development | Financial Management | Marketing | Design | Training/ Workshops/ Seminars | Other |
| City of Boston Technical Assistance Partners | | | | | | |
| Center for Women and Enterprise | u | u | u | | u | u |
| City of Boston Office of Business Development— Business Assistance Team | u | u | u | u | u | u |
| Community Business Network (CBN) | u | u | u | u | u | |
| Defense Contract Management Command | u | u | u | | u | |
| Jewish Vocational Services (JVS) | u | u | u | | u | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Nuestra Comunidad—Neighborhood Business Development Center | u | u | u | | u | |
| Service Corps of Retired Executives (SCORE) | u | | u | | u | |
| This Neighborhood Means Business! | u | | u | | u | |
| U.S. General Services Administration (GSA) | u | u | u | u | u | |
| UMass Minority Business Assistance Center (see "Massachusetts Small Business Development Center Network") | u | u | u | | u | |
| U.S. Small Business Administration (U.S. SBA) | u | u | u | | u | u |
| Working Capital | u | u | u | | u | |
| | | | | | | |
| City of Boston Resources | | | | | | |
| 1) Assessing Information Center (Taxes, Form of List) | | | | | | u |
| 2) Inspectional Services (Building Code Review) | | | | u | | u |
| 3) Boston Main Streets (see "Boston Community Organizations" for listing of individual Main Street Offices) | u | u | u | u | u | u |
| 4) Boston Public Libraries and the Kirstein Business Library | u | u | u | u | u | u |
| 5) City Clerk's Office (Business Registration) | | | | | | u |
| 6) Licensing Board | | | | | | u |

| | | | | | | |
|---|---|---|---|---|---|---|
| 7) Minority & Women Business Enterprise | u | | u | | u | u |
| 8) Office of Business Development | u | u | u | u | u | u |

| Organizations and Agencies | General Technical Assistance Offered (see Section Two for Program Details) | | | | | |
|--|--|----------------------|-----------|--------|-------------------------------------|-------|
| | Business Plan Development | Financial Management | Marketing | Design | Training/ Workshops/ Seminars | Other |
| | | | | | | |
| Boston Community Organizations | | | | | | |
| Allston Brighton CDC | u | u | u | | u | |
| Allston Village Main Streets, Inc. | u | u | u | u | u | |
| American Jewish Committee | | | | | | u |
| Asian Community Development Corp. | u | u | u | | u | |
| Boston Advisors | u | u | u | | u | |
| Bowdoin/Geneva Main Streets, Inc. | | u | | u | u | |
| Brighton Main Streets, Inc. | u | u | u | | u | |
| Chinatown Main Street, Inc. | | | u | u | | |
| Codman Square Main Street, Inc. | | | u | u | u | |
| Codman Square Neighborhood Development Corp. | u | u | u | | u | |
| Dorchester Bay Economic Development Corp. | u | u | | | u | |
| Dudley Square Merchants Association, Inc. | u | | u | u | u | |
| East Boston Gateway, Inc. | u | u | u | u | u | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Egleston Square Main Street, Inc. | u | | u | u | u | |
| Elizabeth Stone House | u | u | u | u | | u |
| Fields Corner Main Street | u | | u | | u | |
| Four Corners Main Street | u | | u | u | u | |
| Greater Boston Chamber of Commerce | | | u | | u | u |
| Grove Hall Main Street | u | u | u | u | | |
| Hyde/Jackson Square Main Street Program, Inc. | | | u | u | | |
| Hyde Park Main Streets | | | u | u | u | |
| Jamaica Plain Neighborhood Development Corporation (JPNDK) | u | u | u | | u | |
| Mattapan Family Service Center (MFSC) | u | u | u | u | u | |
| Minority Business Assistance Center | u | u | u | | u | |
| Mission Hill Main Streets, Inc. | u | u | u | u | u | |
| Neighborhood of Affordable Housing (NOAH) | u | u | u | | u | |
| Nuestra Comunidad Development Corporation | u | u | u | | u | |
| Roslindale Village Main Street, Inc. | u | u | u | u | u | |
| St. Mark's Area Main Street, Inc. | | | | u | | |
| South Boston Main Streets, Inc. | u | | | u | u | |
| Upham's Corner Main Street, Inc. | u | | u | u | u | |
| Urban Edge | u | u | u | u | u | u |
| Urban Initiative Fund (UIF) (provides TA for loan recipients only) | u | u | | | | u |
| Viet-AID | u | | | | u | u |

| | | | | | | |
|--------------------------------------|--|--|--|--|--|---|
| Washington Gateway Main Street, Inc. | | | | | | u |
|--------------------------------------|--|--|--|--|--|---|

| Organizations and Agencies | General Technical Assistance Offered (see Section Two for Program Details) | | | | | |
|--|--|----------------------|-----------|--------|-------------------------------------|-------|
| | Business Plan Development | Financial Management | Marketing | Design | Training/ Workshops/ Seminars | Other |
| y | | | | | | |
| State of Massachusetts Departments and Agencies (Technical Assistance, Permitting, and Licensing) | | | | | | |
| Alliance For Economic Development | | | | | | u |
| Business Assistance Resource Center-Corporations | | | | | | u |
| Department of Industrial Accidents Labor and Workforce Development | | | | | | u |
| Department of Labor & Industries | | | | | | u |
| Department of Revenue | | | | | u | u |
| Division of Employment and Training | | | | | u | u |
| Office of Minority and Women Business Assistance | | | | | | u |
| Massachusetts Small Business Development Center Network (4 offices) | u | u | u | | u | u |
| 1) Regional Office | | u | u | | u | u |

| | | | | | | |
|---|---|---|---|--|---|---|
| 2) Minority Business Assistance Center | u | u | u | | u | u |
| 3) International Trade Program/Massport | u | u | u | | u | u |
| 4)Procurement Technical Assistance Program | | u | u | | u | u |
| | | | | | | |
| Federal Divisions and Agencies (Technical Assistance, Permitting, and Licensing) | | | | | | |
| Commissioner of Patents and Trademarks | | | | | | u |
| Federal Copyright Information | | | | | | u |
| Federal Information Center | | | | | | u |
| U.S. Department of Commerce | | | | | | u |
| U.S. Internal Revenue Service | u | | | | u | |
| U.S. Small Business Administration (U.S. SBA) | u | u | | | u | u |
| Boston College Small Business Development Center (in collaboration with U.S. SBA) | u | u | u | | u | |

Technical Assistance Provider Contact List

Call for more information on programs and services, fees, and calendars of events offered by the following organizations.

Allston Brighton CDC

15 North Beacon Street

Allston, MA 02134

Tel: 617.787.3874 Fax: 617.787.0425

Email: craddock@allstonbrightoncdc.org Web: n/a

Contact: Business Development Coordinator

The Allston Brighton CDC is a lead member of Boston's Community Business Network (CBN). The CBN offers assistance to start-up and existing businesses in identifying appropriate resources for the development of their businesses.

Languages: English Walk-In Service No Fee for Service

Allston Village Main Streets, Inc. (AVMS)

161 Harvard Avenue, Suite 11

Allston, MA 02134

Tel: 617.254.7564 Fax: 617.254.2442

Email: avmainst@allstonvillage.com Web: www.allstonvillage.com

Contact: Jennifer Rose, Executive Director

AVMS's primary target for services is existing businesses though the organization is pleased to assist new businesses locating in the district. AVMS also works to match commercial landlords with appropriate tenants and tenants with appropriate space in the district (or, through referrals, in other Main Street districts). Through staff, volunteer or partners, AVMS offers the following services: design assistance, financial management, inventory management, business planning, customer service training, investment tax credit advice, marketing assistance, web page development, window display assistance, and matching grants for facade and sign improvement. Staff will attempt to arrange for translations into Chinese, Vietnamese, Korean, Spanish, Portuguese, ASL, or Russian. AVMS also maintains a free job-listing web page for jobs in Allston and Brighton at www.allstonvillage.com/allbrightjobs.

Languages: English No Walk-In Service No Fee for Service

(Appointment recommended)

American Jewish Committee (AJC)

126 High Street

Boston, MA 02110

Tel: 617.457.8700 Fax: 617.988.6252

Email: n/a Web: boston@ajc.org

Contact: Larry Lowenthal, Director

The Black-Jewish Economic Round Table, founded by the AJC Chapter in 1990, together with leading members of the African-American business community, brings together African-American and Jewish entrepreneurs for networking, mentoring, education, and socializing. Since its inception, this award-winning initiative has enhanced the business prospects for hundreds of people in Boston and has built countless bridges of understanding among its participants.

Languages: English No Walk-In Service No Fee for Service

Asian Community Development Corporation

888 Washington Street

Boston, MA 02111

Tel: 617.482.2380 Fax: 617.482.3056

Email: asiancdc@datablast.net Web: n/a

Contact: Douglas Ling, Director, Economic Development

The Corporation develops physical community assets, including affordable housing for rental and ownership; promotes economic development; builds capacity within the community; and advocates on behalf of the community. As a member of the Community Business Network (CBN) it connects small businesses to area technical and financial assistance including loan origination, market research, and workshops on starting a business.

Languages: Chinese, English, Korean Walk-In Service No Fee for Service

Boston Advisors, an affiliate of ICIC (Initiative for a Competitive Inner City)

727 Atlantic Avenue, 6th Floor

Boston, MA 02211

Tel: 617.292.2383

Fax: 617.292.7506

Email: n/a Web: www.icic.org

Contact: Alvaro Lima, Managing Director

ICIC is a national, not-for-profit organization. Boston Advisors concentrates its work in Boston's inner city neighborhoods, including Roxbury, North Dorchester, Mattapan, the South End, and portions of Jamaica Plain and South Dorchester. Boston Advisors aims to engage existing inner city privately-held companies grossing a minimum of one million dollars in annual sales and 10 employees; a five-year operating history, headquartered in the inner city or have 51% or more of their physical operations in inner-city areas.

Languages: Spanish No Walk-In Service No Fee for Service

Bowdoin/Geneva Main Streets, Inc. (B/GMS)

200 Bowdoin Street

Dorchester, MA 02122

Tel: 617.474.1224 Fax: 617.474.1261

Email: bowdoin/geneva.dnd@ci.boston.ma.us Web: n/a

Contact: Juan Carlos Ferrufin, Program Director

B/GMS focuses on business district revitalization. It provides local services, and design and storefront improvement assistance within the district. B/GMS links merchants and property owners with potential developers. It also partners with Dorchester Bay Economic Development to find appropriate financing for businesses.

Languages: English and Spanish Walk-In Service No Fee for Service

Brighton Main Streets, Inc.

358 Washington Street

Brighton, MA 02135

Tel: 617.779.9200 Fax: 617.779.9851

Email: agriffin@brightonmainstreets.org Web: www.brightonmainstreets.org

Contact: Ann Griffin, Program Director

Brighton Main Streets is a neighborhood-based organization dedicated to revitalization of Brighton Center and Oak Square. In conjunction with the Community Business Network (CBN) the office offers business plan development, financial

management, and marketing assistance. It provides design assistance information to recipients of storefront improvement grants. Working with the Boston College Small Business Development Center, it offers workshops and seminars.

Languages: English Walk-In Service Fees for Seminars Only

Chinatown Main Street, Inc.

2 Boylston Street, Suite G-1

Boston, MA 02116

Tel: 617.350.6303 Fax: 617.695.1952

Email: thaicms@aol.com Web: n/a

Contact: Irene Thai, Program Director

Chinatown Main Street is a volunteer driven revitalization program that helps plan and fund physical and economic restructuring in Boston's Chinatown. The office connects merchants and property owners with design, legal, promotion, and financial professionals. Individual businesses can obtain partial matching funding for exterior rehabilitation projects.

Languages: Chinese, English, Walk-In Service No Fee for Service

Spanish, Vietnamese

The City of Boston provides extensive business development services through its Taxpayer Referral & Assistance Center (TRAC), Boston Inspectional Services, Boston Main Streets, the Boston Public Library system, the City Clerk's Office, Licensing Board, the Business Assistance Team at the Boston Empowerment Center, and the Minority & Women Business Enterprise Office. Details are included in the following list of eight City of Boston resource offices.

City of Boston

1) Assessing Information Center Taxpayer Referral & Assistance Center (TRAC)

Assessing Department

Boston City Hall, Room 301

Boston, MA 02201

Tel: 617.635.4287 Fax: n/a

Email: n/a Web: www.cityofboston.gov/assessing

Contact: n/a

The Assessing and Treasury Departments have combined the taxpayers services provided by each organization into a new Taxpayer Referral & Assistance Center— known as TRAC. The TRAC office provides one-stop shopping for taxpayer services.

Languages: English Walk-In Service No Fee for Service

2) City of Boston Inspectional Services

1010 Massachusetts Avenue

Boston, MA 02118

Tel: 617.635.5300 ext. 1338 Fax: 617.635.5360

Email: rob.cohen.isd@ci.boston.ma.us Web: n/a

Contact: Robert A. Cohen, Assistant Commissioner

Boston Inspectional Services provides assistance on obtaining the licenses and permits required to do business (as well as build and modify housing) in Boston. The agency conducts Zoning Clinics at 1010 Massachusetts Avenue, as well as neighborhood seminars on the permitting process. The Zoning Clinic is held every Tuesday from 9:00 a.m. to 12:00 noon. Call for additional information. Small business may also obtain an application for the "Site Cleanliness License" required of all businesses that use bulk dumpsters.

Languages: Cape Verdean, Chinese, Walk-In Service No Fee For Service

English, Haitian Creole,

Portuguese, Russian, Spanish,

Vietnamese

3) Boston Main Streets

26 Court Street, 9th Floor

Boston, MA 02108

Tel: 617.635.2000 Fax: 617.635.0282

Email: obd@ci.boston.ma.com Web: www.bostonmainstreets.com

Contact: Emily Haber, Director

Boston Main Streets is a public-private initiative of the City of Boston established in 1995 to revitalize neighborhood commercial districts through local organizations. Boston Main Streets staff work in collaboration with a range of community groups and with the Office of Business Development Business Assistance Team to bring technical assistance resources to small business owners throughout the city. Many of the 19 Main Street organizations listed in this guide are also part of the Community Business Network (CBN) which brings a range of business development, marketing, financial management, and design services to local entrepreneurs and existing businesses.

Languages: English, Spanish Walk-In Service No Fee For Service

4) Boston Public Library Kirstein Business Branch

700 Boylston Street 20 City Hall Avenue

Boston, MA 02116 Boston, MA 02108

Tel: 617.536.5400 Fax: n/a Tel: 617.523.0860 Fax: n/a

Email: n/a Web: www.bpl.org Email: n/a/ Web: [ww.bpl.org](http://www.bpl.org)

Contact: Librarian Contact: Librarian

Free and open to the public, the Boston Public Library system provides a wealth of information for business startups and existing businesses. The Kirstein Business Branch has an excellent collection of sources to help small businesses. Resources include an extensive business directory collection, books on various topics such as how to incorporate, find funding, write a business plan, market, and advertise for your business. The library also provides an array of specific trade and industry journals such as "Small Business Opportunities" and "Coin-Op." Internet access is available to compile online database bibliographies. Guidebooks include directories of companies in Massachusetts, periodicals, historical stock prices, and tracing of old stocks and venture capital research guides, among others. The "Small Business Bibliography" includes a comprehensive range of publications including the "Small Business Sourcebook: The Entrepreneur's Resource," "Small Business Profiles, Business Plans Handbook," and "The Legal Guide for Starting and Running a Small Business." Call or visit the Kirstein for more information about its business resources.

Languages: Chinese, English, Walk-In Service No Fee for Service

Haitian Creole, Russian,

Spanish, Vietnamese (not necessarily at site of business information)

Many of the Boston Public Library branch libraries offer technical assistance resources and information. Check the [Boston](#)

[Public Library website](#) or call your local library for details on programs and services offered in your community.

5) City of Boston, City Clerk

Boston City Hall, Room 601

Boston, MA 02201

Tel: 617.635.4600 Fax: n/a

Email: n/a Web: n/a

Massachusetts state law, Chapter 110, section 5, requires business owners to file a business certificate every four years with their respective city or town clerk. All Boston businesses register with the City of Boston City Clerk's Office. Staff direct new businesses to other City resources.

Languages: English Walk-In Service No Fee For Service

\$50.00 License Fee

6) City of Boston Licensing Board

Boston City Hall, Room 204

Boston, MA 02201

Tel: 617.635.4170 Fax: n/a

Email: jay.chung@ci.boston.ma.us Web: www.cityofboston.gov

Contact: Office

The Board grants and regulates various types of alcohol and food licenses for restaurants, nightclubs, private clubs, package stores, hotels, and inns. The Board also issues and regulates licenses for a common victuallers (food only), hotels (both with alcohol and without alcohol), bowling alleys, pool tables, lodging houses, dormitories (fraternities), and fortune tellers.

Languages: Chinese, English Walk-In Service License Fees Vary

7) City of Boston Minority & Women Business Enterprise (M/WBE)

City Hall, Room 800

Boston, MA 02201

Tel: 617.635.4164 Fax: 617.635.3235

Email: lisa.rawls@ci.boston.ma.us Web: www.cityofboston.gov/econdevelopment/mwbe

Contact: Lisa Rawls, Marketing Director

M/WBE certifies minority- and women-owned businesses to bid on City contracts. The Office also offers seminars and a yearly trade fair to assist businesses with accessing information about contract opportunities.

Languages: English Walk-in Service No Fee for Service

8) Office of Business Development

Business Assistance Team

Boston Empowerment Center

20 Hampden Street

Boston, MA 02119

Tel: 617.445.3413 Fax: 617.445.5675

Email: greg.molina.OBD@ci.boston.ma.us Web: www.cityofboston.gov/dnd/obd/G_Business_Assistance_Team.asp

Contact: Greg Molina, Acting Deputy Director, Business Assistance Team

The Business Assistance Team and its Small Business Technical Assistance Program focus on the following services: administration, development, marketing, education, design, site finder, and business recruitment services. To apply for technical assistance services, call or visit the Boston Empowerment Center.

Languages: English, Spanish Walk-In Service No Fee for Service

Center for Women and Enterprise (CWE)

1135 Tremont Street

Suite 480

Boston, MA 02120

Tel: 617.536.0700 Fax: 617.536.7373

Email: N/A Web: N/A

Contact: Tandeka Guilderson, Director

Founded in 1995, the Center is a regional economic development organization, with offices in Boston and Worcester, Massachusetts, and Providence, Rhode Island. CWE offers courses, workshops, individualized consulting, and access to debt and equity financing to women entrepreneurs at every stage of business development. CWE's mission is to empower women to become economically self-sufficient and prosperous through entrepreneurship. Training includes multi-week classes, short-term seminars, mentoring round tables, and one-on-one consulting.

Languages: English No Walk-In Service Fee for Service

(sliding scale fees apply to all programs)

Codman Square Main Street, Inc.

569 Washington Street

Dorchester, MA 02124

Tel: 617.287.0891 Fax: 617.287.2357

Email: codmansquare.dnd@ci.boston.ma.us Web: www.bostonmainstreets.com

Contact: Julie Ann Williams, Program Director

Codman Square Main Street is a non-profit organization working to improve the Codman Square business district through facade improvement grants, and financial and technical assistance.

Languages: Cape Verdean, Walk-In Service No Fee for Service

English, Spanish

Codman Square Neighborhood Development Corporation (NDC)

628 Washington Street

Dorchester, MA 02124

Tel: 617.825.4224 Fax: 617.825.0893

Email: jim@csndc.com Web: n/a

Contact: Jim Hexter, Director of Development

The Codman Square NDC's mission is to enhance the quality of life for all residents in its service area and to ensure the stabilization of the community. It offers all types of technical assistance through its relationship with Nuestra Comunidad and This Neighborhood Means Business! at the Dorchester Center for Adult Education.

Languages: English Walk-In Service Workshop fees only

Community Business Network (CBN)/Massachusetts Association of CDCs

99 Chauncy Street

Boston, MA 02111

Tel: 617.426.0303 Fax: 617.426.0344

Email: joek@gbls.org Web: n/a

Contact: Joe Kriesberg

CBN is a collaborative of 10 Community Development Corporations (CDCs). It provides customized one-on-one technical assistance to new and emerging businesses and helps package loans for entrepreneurs. The CBN provides access to banks, public agencies, and non-profit lenders.

Languages: Chinese, English, Walk-in Service No Fee for Service

French, Haitian Creole,

Portuguese, Spanish, Vietnamese

Defense Contract Management Command

495 Summer Street

Boston, MA 02210-2138

Tel: 617.753.4108 or 617.763.4110 Fax: 617.753.4005

Email: ahowell@dcmde.dla.mil or pvarney@dcmde.dla.mil Web: www.dcmde.dla.mil/dcmcboston

Contact: Ann Howell, Small Business Specialist or Philip R. Varney, Assistant Director of Small Business

The Defense Contract Management Command provides guidance and counseling to small, disadvantaged, women-owned, and historically under-utilized Business Zone businesses on ways to do business—including access to prime and subcontract award opportunities—with the U.S. Government, particularly the Department of Defense.

Languages: English Walk-in Service No Fee for Service

(appointments recommended)

Dorchester Bay Economic Development Corp.

Small Business Assistance Program

594 Columbia Road, Suite 302

Dorchester, MA 02125

Tel: 617.825.4200 Fax: 617.825.3522

Email: dbsbap@aol.com Web: n/a

Contact: Cristo Banda, Project Manager

Established in 1979, Dorchester Bay Economic Development Corp. was formed to assist in the economic development and revitalization of the Dorchester and lower Roxbury communities. It offers business planning, credit repair, and bookkeeping/fiscal/financial management. It operates the Dorchester Bay Business Loan Fund (DBBLF) and the Façade Rebate Loan Program, working with the Boston Main Streets to provide financing for the Boston ReStore program. It also collaborates with community and city-wide agencies to provide additional financial capital, language interpretation, and specialized technical assistance and training.

Language: Cape Verdean, Walk-In Service No Fee for Service

English, Spanish

Dudley Square Merchants Association, Inc.

2343 Washington Street, 2nd Floor

Roxbury, MA 02119

Tel: 617.541.4644 Fax: 617.541.4472

Email: dudleysquare.dnd@ci.boston.ma.us Web: www.bostonmainstreets.com

Contact: Joyce Stanley, Director

Dudley Square Main Street is a non-profit organization working to improve the Dudley Square business district through facade improvement grants, and financial and technical assistance.

Languages: English Walk-In Service No Fee for Service

East Boston Gateway, Inc.

146 Maverick Street

East Boston, MA 02128

Tel: 617.561.1044 Fax: 617.569.2535

Email: program_manager@eastbostonmainstreets.com Web: n/a

Contact: Maria G. Nigro, Program Director

East Boston Main Streets' mission is to strengthen and preserve East Boston's traditional commercial district of Maverick Square, Meridian Street, and Central Square. This volunteer- and neighborhood-driven organization is committed to promoting civic pride and improving the quality of life for all who live, work, shop, invest, and do business in East Boston. The organization provides a range of technical assistance to East Boston businesses.

Languages: English, Italian, Spanish Walk-In Service No Fee for Service

The Elizabeth Stone House

Women's Business Opportunity Program (WBOP)

8 Notre Dame Street

Roxbury, MA 02119

Tel: 617.427.9801, ext. 406 Fax: 617.427.6252

Email: eshthp@aol.com Web: n/a

Contact: Women's Business Opportunity Program Coordinator

The WBOP is a three-part micro enterprise development program open to women in the Boston area who fall under HUD moderate- income guidelines. Classes are offered for a nominal fee to cover material. Classes are small and free childcare is provided. WBOP offers technical assistance through workshops, seminars, and training across a four-week span, concluding with a graduation and an option to move into its Phase II program. Advocacy is offered to women who participate in any its programs. The agency's mission is to empower women through peer support and self help.

Languages: English and Spanish No Walk-In Service Fee for Service

Egleston Square Main Street, Inc.

1973 Columbus Avenue

Roxbury, MA 02119

Tel: 617.983.2100 Fax: 617.983.2136

Email: eglestonsquare.dnd@ci.boston.ma.us Web: n/a

Contact: Luis Prado, Director

The Main Street office is a non-profit organization working to improve the Egleston Square business district through facade improvement grants, and financial and technical assistance.

Languages: English, Spanish Walk-In Service No Fee for Service

Fields Corner Main Street

1452 Dorchester Avenue

Dorchester, MA 02122

Tel: 617.825.0110 ext.302 Fax: 617.822.3613

Email: annissa@prodigy.net Web: www.rabazzi@erol.com

Contact: Annissa M. Essaibi, Executive Director

The Main Street office is a non-profit organization working to improve the Field's Corner business district through facade improvement grants, and financial and technical assistance.

Languages: English, Spanish, Walk-In Service No Fee for Service

Vietnamese (spoken by board and membership)

Four Corners Main Street

Four Corners Action Coalition

378A Washington Street

Dorchester, MA 02124

Tel: 617.436.0289 Fax: 617.825.3308

Email: freshfd@aol.com Web: www.bostonmainstreets.com

Contact: Shelley Goehring, Director

The Main Street office is a non-profit organization working to improve the Four Corners business district through facade improvement grants, and financial and technical assistance.

Languages: English Walk-In Service No Fee for Service

Greater Boston Chamber of Commerce

One Beacon Street

Boston, MA 02108.3114

Tel: 617.227.4500 Fax: 617.227.7505

Email: abonner@bostonchamber.com Web: www.bostonchamber.com

Contact: Anne N. Bonner, Director of Programs

The Chamber is an 1,800 member business and civic organization representing virtually every industry and profession in the Boston region. The Chamber advocates policy initiatives that are critical to economic growth and job creation. It provides members with programs and events that provide information and marketing exposure. Membership benefits include cost-saving business services that offer discounts and special programs.

Languages: English Walk-In Service Fee for Service (membership dues)

Grove Hall Main Street

7 Cheney Street

Dorchester, MA 02121

Tel: 617.989.2008 Fax: 617.989.2025

Email: rgeorge@zoonewengland.com Web: www.bostonmainstreets.com

Contact: Robert George, Board Chairman

Grove Hall Main Street is a neighborhood-based volunteer organization dedicated to the revitalization of the Grove Hall Business district. In conjunction with the N.D.C. of Grove Hall, and others, it plans and funds the physical and economic restructuring of the Grove Hall area. Through the Department of Neighborhood Development, it provides design expertise, and financial and technical assistance for storefront improvements and business development.

Languages: Cape Verdean, English, Walk-In Service No Fee for Service

Haitian Creole, Spanish

Hyde/Jackson Square Main Street Program, Inc.

322 Centre Street

Jamaica Plain, MA 02130

Tel: 617.522.3694 Fax: 617.983.3978

Email: hjms@igc.org@www.hydejackson.org Web: www.hydejackson.org

Contact: Program Manager

This Main Street office promotes and revitalizes the Hyde/Jackson Square business district, working with local businesses, residents and community organizations. It offers location services and design assistance within the district. The Office partners with the Jamaica Plain Neighborhood Development Corporation to find appropriate financing for businesses.

Languages: English and Spanish Walk-in Service No Fee for Service

Hyde Park Main Street

11 Fairmount Avenue

2nd Floor, Room 109

Hyde Park, MA 02136

Tel: 617.361.6964 Fax: 617.361.4567

Email: hydepark.dnd@ci.boston.ma.us Web: www.bostonmainstreets.com

Contact: Karen O'Connell, Executive Director

The Hyde Park Main Street office is a non-profit organization working to improve the Hyde Park business district through facade improvement grants, and financial and technical assistance.

Languages: English Walk-In Service No Fee for Service

Jamaica Plain Neighborhood Development Corporation (JPNDC)

31 Germania Street

Jamaica Plain, MA 02130

Tel: 617.522.2424 Fax: 617.524.3596

Email: ltorres@jpndc.org Web: n/a

Contact: Luz Torres, Business Manager

The JPNDC provides small business technical assistance and loans serving Jamaica Plain, Mission Hill, and the Fenway. It participates in the Community Business Network (CBN), which offers customized one-on-one technical assistance to new and emerging businesses and helps package loans for entrepreneurs, providing access to banks, public agencies, and non-profit lenders.

Languages: English, French, Walk-In Service No Fee for Service

Haitian Creole, Spanish

Jewish Vocational Services (JVS)

105 Chauncy Street, 6th Floor

Boston, MA 02111

Tel: 617.451.9973 Fax: 617.451.1496

Email: brownemary@hotmail.com Web: www.jvs-boston.org

Contact: Mary Browne, Micro Enterprise Director

Through its Business Builders Program, JVS offers long-term business consulting services, loans, and mentors for small businesses within the City of Boston. The program provides business counseling and loans to women, low income and minority entrepreneurs, business owners, and other qualified individuals. The program focuses on pre- and post-loan technical assistance to borrowers and loan packaging for business loans from \$500 to \$25,000. Business Builders offers training to all entrepreneurs and micro enterprise training to eligible candidates who are legal refugees or who have very low incomes.

Languages: English and Spanish Walk-In Service Some Fee for Service

(workshops also offered in Vietnamese)

Massachusetts Alliance for Economic Development

1 Walnut Street, Suite 200

Boston, MA 02108

Tel: 617.247.7800 Fax: 617.247.3337

Email: moreinfo@massecon.com Web: www.massecon.com

Contact: Susan Houston

The Massachusetts Alliance for Economic Development (MAED) is a private, non-profit corporation dedicated to retaining and fostering economic growth in the Commonwealth. The alliance provides customized information services to companies seeking to expand or relocate in Massachusetts.

Languages: English No Walk-In Service No Fee for Service

Massachusetts Business Assistance Resource Center

Corporations Division

One Ashburton Place, Room 1717

Boston, MA 02108

Tel: 617.727.2853 Fax: n/a

Web: www.magnet.state.ma.us/sec/cor/corbarc Contact: Patricia Harney

The Business Assistance Resource Center offers a wide variety of information and forms for the small business person concerning legal requirements for doing business in the Commonwealth. The information is gathered from a number of agencies including the Department of Employment and Training, Department of Industrial Accidents, Department of Revenue, the Internal Revenue Service, The Massachusetts Office of Business Development, and the Attorney General's Office.

Languages: English Walk-In Service No Fee for Service

Massachusetts Department of Revenue

19 Staniford Street

Boston, MA 02114

Tel: 617.887.6367 Toll Free: 1.800.392.6089

Email: dortsd@shore.net Web: www.state.ma.us/dor

Contact: Customer Service Bureau

The Customer Service Bureau of the Department of Revenue answers questions on the Massachusetts income tax, including refunds, withholding, payment agreements, and estimated income tax notices. The bureau also provides tax assistance. It registers businesses authorizing them to collect the state sales tax. This bureau also provides information and proper applications to new businesses for the withholding of employee's income taxes, as well as offering a small business workshop. It answers inquiries on bills, payments and interest, and penalties. Tax forms can be obtained here as well. Call for a schedule of "Small Business Workshops."

Languages: English Walk-In Service No Fee for Service

Massachusetts Office of Business Development (MOBD)

Greater Boston Regional Office

Ten Park Plaza, Suite 3720

Boston, MA 02116

Tel: 617.973.8686 Fax: 617.973.8797

Email: richard.sweeney@state.ma.us Web: www.state.ma.us/mobd

Contact: Richard Sweeney, Regional Director

The MOBD will help small businesses identify technical assistance providers on the state level. Services include access to federal, state, local, and private financial resources; regulatory and licensing assistance; site selection service; permitting assistance; general information about starting a business in Massachusetts; and professional responses to all business inquiries.

Languages: English Walk-In Service No Fee for Service

The Massachusetts Small Business Development Center has four Boston-based offices that provide the following services to the business community:

1) Massachusetts Small Business Development Center Network

MSBDC Metro Boston Regional Office

Boston College

142 Beacon Street

Chestnut Hill, MA 02167

Tel: 617.552.4091 Fax: n/a

Email: n/a Web: www.bc.edu/SBDC

Contact: Coordinator

The Metro Boston regional office provides free one-one management and technical assistance counseling and low-cost training programs to small and prospective existing businesses in the Greater Boston region in such areas as finance, marketing, strategic planning, accounting and controls, and operations.

Languages: English Walk-In Service Nominal Fee for Classes

2) Minority Business Assistance Center

University of Massachusetts

100 Morrissey Blvd.

Boston, MA 02125

Tel: 617.287.7750 Fax: 617.287.7767

Email: henry.turner@umb.edu Web: www.memt.umb.edu/centers/mbac

Contact: Henry Turner, Director

The Minority Business Assistance Center services small businesses in the Greater Boston region specializing in the promotion of minority businesses in the Commonwealth by leveraging resources for minority entrepreneurs. Free one-on-one technical assistance is offered as well as nominal cost workshops. Services include help with developing effective business plans, business organization and structure, work flow analysis, personal management, strategic planning and time management. In addition, the Center provides brokering services to assist both procurement and EEO officials find qualified minority vendors who can fill their contract needs, bid requirements, and/or company needs.

Languages: English, Spanish No Walk-in Service Nominal Fee for Workshops

3) MSBDC International Trade Program/Massport

Boston Fish Pier, Building 2 West Suite 305

Boston, MA 02210

Tel: 617.478.4133 Fax: n/a

Email: n/a Web: www.state.ma.us/export

Contact: Coordinator

The Massachusetts Export Center serves as the first point of contact for Massachusetts companies in accessing all export assistance services provided by the Commonwealth through primary international trade service providers such as SBA, Massport, Mass development, U.S. Export Assistance Center and the Massachusetts Trade Office. A single phone call will connect companies with a variety of international trade services: one-to-one export counseling, workshops, training programs and conferences, oversees market research and educational programs through the Partners for Trade executive seminar series. Counseling includes areas on elements of the international trade business plan and development of an international marketing strategy. Counseling services are available in Boston, New Bedford, West Springfield, and Worcester.

Languages: English Walk-In Service Nominal Fee for Classes

4) MSBDC Procurement Technical Assistance Program

Empowerment Zone

College of Management

University of Massachusetts

100 Morrissey Blvd.

Tel: 617.287.7750 Fax: 617.287.7767

Email: Resrange@juno.com Web: www.mgmt.umb.edu/mbac/mbac.htm

Contact: Robert Range, Procurement Specialist

The MSBDC Procurement Technical Assistance Program provides free services to small- and medium-sized businesses by: identifying government contract opportunities; placing companies of appropriate databases; providing specifications and standards; helping to develop a quality control program; providing electric commerce information; providing government specifications; and preparing and submitting bids.

Languages: English Walk-In Service Nominal Fee for Classes

Mattapan Family Service Center (MFSC)

535 River Street

Mattapan, MA 02126

Tel: 617.298.1785 Fax: 617.298.6902

Email: searcy@bostonabcd.org Web: under construction

Contact: Lillie Searcy, Executive Director

The MFSC's mission is to provide activities and services that emphasize affordable housing, education, skills training, employment, economic development, small business creation and expansion, neighborhood crime prevention, public safety, youth development, early childhood care and development, outreach and services to senior citizens, and other self-sufficiency opportunities for Mattapan residents. Types of small business technical assistance include business plan development, financial management, training, marketing assistance, design assistance, and workshops and seminars including monthly business breakfasts. Call for a copy of the *Mattapan Business & Resource Directory*.

Languages: English, Haitian Creole, Spanish Walk-in Service No Fee for Service

Mission Hill Main Streets, Inc.

1530 Tremont Street

Boston, MA 02120

Tel: 617.427.7399 Fax: 617.427.3003

Email: mhmainstreets@usa.net Web: www.missionhilldnd@ci.boston.ma.us

Contact: Maggie Cohn

Mission Hill Main Streets offers a range of technical assistance in conjunction with the Boston Empowerment Center and through a relationship with the Community Business Network. Storefront improvement grants are available to Mission Hill businesses.

Languages: English, Spanish No Walk-In Service No Fee For Service

Neighborhood of Affordable Housing (NOAH)

22 Paris Street

East Boston, MA 02128

Tel: 617.569.0059 ext. 17 Fax: 617.569.2007

Email: jennifer_sporzynski@noahcdc.org Web: n/a

Contact: Jennifer Sporzynski, Small Business Consultant

As a member of the Community Business Network, NOAH supports the creation and growth of small business in East Boston. It provides technical assistance in record keeping, organization, business plan development, cash flow projections, marketing, and customer service, as well as loan packaging and access and seminars.

Languages: English, Spanish Walk-In Service No Fee for Service

Nuestra Comunidad Development Corporation

56 Warren Street, Suite 200

Roxbury, MA 02119

Tel: 617.989.1205 Fax: 617.989.1216

Email: n/a Web: www.home.earthlink.net/nuestra

Contact: Tim Caplice, Business Development Manager

The Neighborhood Business Development Center (NBDC) aims to increase minority-owned businesses access to capital and their ability to invest in their own community. Services include hands-on technical assistance, financing and loan packaging, training, and networking/marketing.

Languages: Cape Verdean, English, Walk-In Service Fee for Service

Portuguese, Spanish (\$100 for loan packaging only)

(Some training classes offered in Spanish)

Roslindale Village Main Street, Inc.

Roslindale Village Main Street Office

20 Belgrade Avenue, 2nd Floor

Roslindale, MA 02131

Tel: 617.327.4065 Fax: 617.323.4469

Email: Jwilliams@roslindale.net Web: www.roslindale.net

Contact: Janice Williams

Roslindale Village Main Street is a non-profit community development program organized in 1985 for business district revitalization. The organization offers retail space coordination including listing and promoting. It provides marketing assistance through merchant promotions and events and assistance with storefront improvements. It also offers design workshops.

Languages: English Walk-In Service No Fee for Service

St. Mark's Area Main Street, Inc.

St. Mark's Area Main Street

c/o St. Mark's Catholic Church

1725 Dorchester Avenue

Dorchester, MA 02124

Tel: 617.825.3846 Fax: 617.825.0514

Email: niebohlen@hotmail.com Web: www.bostonmainstreets.com

Contact: Dan Larner, Program Director

Saint Mark's Area Main Street is local merchants, residents, and neighborhood organizations working together to strengthen the community and the business district bounded by Dorchester Avenue between Mercier and Melville Avenues. Design assistance is provided to businesses that qualify for storefront improvement grants.

Languages: English Walk-In Service No Fee for Service

Service Corps of Retired Executives (SCORE)

O'Neill Federal Building

10 Causeway Street

Boston, MA 02222-1093

Tel: 617.565.5591 Fax: 617.565.5598

Email: Boston-Score-20@worldnet.att.net Web: www.score.org

Contact: Bob Woods, District Manager

SCORE provides free business counseling including business plan development, marketing assistance, training, and workshops. Call for a schedule of workshops and counseling locations (including the Boston Empowerment Center).

Languages: English (Chinese and Walk-in Service No Fee for Service

Spanish, by appointment)

South Boston Main Streets, Inc.

463 West Broadway

South Boston, MA 02127

Tel: 617.268.9600 Fax: 617.268.9252

Email: southboston.dnd@ci.boston.ma.us Web: www.bostonmainstreets.com

Contact: Linda Doran, Director

The Main Street office is a non-profit organization working to improve the South Boston business district through facade improvement grants, and financial and technical assistance.

Languages: English Walk-In Service No Fee for Service

This Neighborhood Means Business!

269 East Cottage Street

Dorchester, MA 02125

Tel: 617.474.1170 Fax: 617.474.1137

Email: n/a Web: n/a

Contact: Susan Worgaftik, Director

This is a program of Federated Dorchester Neighborhood Houses, designed to strengthen neighborhoods. This 20-week course offers practical training in business basics to merchants whose small businesses anchor their neighborhoods—but who need more expertise and networking to grow.

Languages: English, Spanish Walk-In Service Fee for Service

Upham's Corner Main Street, Inc.

Dorchester Bay EDC

594 Columbia Road

Dorchester, MA 02125

Tel: 617.265.0363 Fax: 617.825.3522

Email: ucmainst@earthlink.net Web: www.bostonmainstreets.com

Contact: Bob Haas, Executive Director

The Upham's Corner Main Street office is a non-profit organization working to improve the Upham's Corner business district in Dorchester through facade improvement grants, and financial and technical assistance.

Languages: English Walk-In Service No Fee for Service

Urban Edge

CDC Tax Credit Collaborative

2010 Columbus Avenue

Roxbury, MA 02119

Tel: 617.522.5515 Fax: 617.522.5584

Email: n/a Web: n/a

Contact: Dick Mason, Senior Project Manager

In addition to offering a range of technical assistance, Urban Edge leads a collaborative of 10 Community Development Corporations (CDCs) to provide loan and equity capital for small- and medium-sized businesses to expand and improve operations. For more information visit your local CDC.

Languages: Cape Verdean, English, No Walk-In Service No Fee for Service

Haitian Creole, Spanish

Urban Initiative Fund (UIF)/Massachusetts Community Development Finance Corp.

100 City Hall Plaza, Suite 300

Boston, MA 02108

Tel: 617.523.6262 Fax: 617.523.7676

Email: bmaddox@mcdfc.com Web: n/a

Contact: Brian L. Maddox, Loan Officer

The Urban Initiative Fund (UIF) provides loans, grants, and technical assistance support to strengthen minority entrepreneurship, expand employment options, and improve the overall quality of community life. UIF does not offer direct technical assistance support. Instead, technical assistance may be provided for firms receiving UIF financing through outside sources. UIF will assist these firms with the costs associated with technical assistance support in the areas of financial management, marketing, and training up to \$5,000. The fund is available to start up and existing minority firms, located in an urban or low-income minority community, and that have less than \$500,000 in annual gross sales.

Languages: Cape Verdean, English, Walk-In Service No Fee for Service

Haitian Creole, Spanish, Vietnamese

U.S. General Services Administration (GSA)

O'Neill Federal Building

10 Causeway Street

Boston, MA 02222

Tel: 617.565.8100 Fax: 617.565.8101

Email: rosemary.coffey@gsa.gov Web: n/a

Contact: Rosemary Coffey

The U.S. GSA advocates for small, disadvantaged, and women-owned businesses in New England seeking federal contracting opportunities.

Languages: English Walk-In Service No Fee for Service

U.S. Internal Revenue Service

Government Center

JFK Building, Stop 40726

Boston, MA 02203

Tel: 617.1.800.829.3676 Fax: n/a

Email: n/a Web: www.irs.gov Tax forms can be downloaded from www.irs.ustreas.gov

Contact: n/a

The IRS offers a comprehensive range of workshops, publications, and services to help the small business owner understand what is required in setting up a business and filing the appropriate taxes. Services include a Walk-in Center at JFK Federal Building, Room 775 (call for hours). Additional information, as well as IRS tax forms, may be downloaded from the web site. The IRS also provides the small business owner with a range of publications. Publication 454 "Your Business Tax Kit" is a good start. Call for a schedule of workshops.

Languages: English Walk-In Service No Fee for Service

U.S. Small Business Administration (U.S. SBA)

Boston Empowerment Center

20 Hampden Street

Roxbury, MA 02119

Tel: 617.445.3413 Fax: 617.445.5675

Email: david.polatin@sba.gov Web: www.sba.gov or www.cityofboston.gov/dnd/obd

Contacts: David Politan, Facilitator

Pauline Swanson, Business Information Center Coordinator

The U.S. SBA provides centralized access to a full range of the community's small business resources including access to capital, entrepreneurial development, and government procurement. The SBA, in partnership with the Office of Business Development, supports a business reference library, computers, databases, one-on-one counseling, training and workshops, and site finding services.

Languages: English and Spanish Walk-In Service No Fee for Service

Viet-AID Vietnamese American Initiative for Development

1452 Dorchester Avenue, 3rd Floor

Dorchester, MA 02122

Tel: 617.822.3717 Fax: 617.822.3718

Email: economicvietaid@aol.com Web: n/a

Contact: Long Nguyen, Executive Director

Viet-AID is the first and only Community Development Corporation founded by Vietnamese refugees and immigrants in the United States. Located in the Fields Corner neighborhood of Dorchester, Viet-AID's mission is to build a strong Vietnamese American community in Boston through a holistic approach to foster civic participation and reduce poverty. Viet-AID works towards this mission by developing affordable housing, promoting economic development, and building community. Viet-AID's economic development goal is to assist disadvantaged people to achieve economic security through asset-building and workforce development strategies. Viet-AID provides business training, start-up assistance, business plan development, and help with the City permitting process.

Languages: English, Vietnamese Walk-In Service No Fee for Service

Washington Gateway Main Street, Inc.

1357 Washington Street

Boston, MA 02118

Tel: 617.542.1234 Fax: 617.542.1235

Email: wgmaint@quik.com Web: n/a

Contact: Sheila Grove, Program Director

Washington Gateway Main Street focuses on business district revitalization and community-specific assistance. The Office serves Washington Street in the South End and Lower Roxbury.

Languages: English Walk-In Service No Fee for Service

Working Capital

99 Bishop Allen Drive

Cambridge, MA 02139

Tel: 617.576.8620 Fax: 617.576.8623

Email: JessR@workingcapital.org Web: www.workingcapital.org

Contact: Jess Morales Ruan, Greater Boston Program Manager

Working Capital is a nonprofit community development financial institution that provides credit, business education and

training, and networking opportunities to self-employed business people of limited means. Micro loans range from \$500 to \$20,000 for members. Workshops and seminars are offered as well as inclusion in the annual Directory of Business Members. Call for a schedule of free information sessions.

Languages: English, Spanish Walk-In Service Nominal Membership Dues

Publications

City of Boston Office of Business Development

Most publications are also available on the Office's web site at www.cityofboston.gov/dnd/obd.

- Where to Start—Building Your Business in Boston
- Doing Business in Boston—A Guide for Starting Your Business
- Small Business Financial Resource Guide

Business Newsletters

- Tips on Obtaining Bank Financing (May 1999)
- Is Your Business a "Hot" Destination for Holiday Shopping? (Oct 1999)
- Tax Tips for Small Business (Feb 2000)
- Insurance for Your Business (Anticipated publication date: Sept 2000)

Pamphlets

- Small Business Technical Assistance
- What We Offer—Office of Business Development Programs and Services
- Site Finder—Helping You Find the Ideal Location for Your Business
- ReStore Boston—Façade Improvement Program

State of Massachusetts Office of Business Development

Call the Office (617.973.8686) or see the web site (www.state.ma.us/mobd) for an extensive listing that includes:

- Business Use of Your Home
- Tax Guide for Small Business
- Employers Guide to Filing Timely and Accurate W-2 Wage Reports
- U.S. Department of Labor Handbook for Employers
- Reference Guide—Fair Labor Standards Act Pamphlet

U.S. Internal Revenue Service

A great resource for business owners is publication 454, "Your Business Tax Kit." Other publications include:

- 334 Tax Guide for Small Business
- 535 Business Expenses
- 547 Casualties, Disasters, and Thefts (Business and Non-business)
- 560 Retirement Plans for Small Business
- 583 Starting a Business and Keeping Records
- 587 Business Use of Your Home
- 598 Tax on Unrelated Business Income of Exempt Organizations
- 953 International Tax Information for Businesses

For more information, call the Office of Business Development Business Hotline at 617.635.2000. You can also visit our website, www.cityofboston.gov/dnd/obd or stop in at our downtown location, 26 Court Street, 9th Floor, or at our Roxbury location, 20 Hampden Street.

Web Sites

Many web sites contain links to additional useful sites.

Boston Globe www.boston.com/globe/

Boston Herald www.bostonherald.com

Boston Main Streets www.bostonmainstreets.com

City of Boston www.cityofboston.gov

- Boston Inspectional Services www.cityofboston.gov/isd/forms.asd
- Office of Business Development www.cityofboston.gov/business

Commonwealth of Massachusetts

- Guides/Handbooks www.magnet.state.ma.us/gud.htm
- Office of Business Development www.magnet.state.ma.us/mobd/
- Online Business Assistance Guide
- Massachusetts Department of Economic Development
- Massachusetts Office of International Trade
- Business Assistance Resource Center For Corporations www.magnet.state.ma.us/sec/cor
- Department of Revenue—Bay State Business Connection. www.dor.state.ma.us

The One-Stop Source for Businesses in Massachusetts

- Massachusetts Small Business Development Centers www.msbdc.som.umass.edu/links.html

Federal

U.S. Internal Revenue Service www.irs.ustreas.gov

Tax publications and forms may be downloaded from this site

U.S. Small Business Administration (U.S. SBA) www.sba.gov/sbdc

Business Related Sites

American Association of Home-Based Businesses www.aahbb.org

Black Enterprise magazine www.blackenterprise.com

Blacks Guide www.blacksguide.com

Source for commercial real estate information www.Boston.com

Escout *Networking site for small business* www.escout.com

GoLocalBiz *Networking site for small business* www.golocalbiz.com

Greater Boston Chamber of Commerce www.bostonchamber.com

Greater Boston Manufacturing Partnership www.bssc.org

The Insurance Information Institute www.iii.org

Minority, Microenterprise, Small Businesses in Massachusetts www.msbm.com

National Business Association www.nationalbusiness.org

Partners for Small Business Excellence www.smallbizpartners.com

Service Corps of Retired Executives (SCORE) www.score.org

Includes extensive web links to trade journals

industry source lists, government sources

Women in World Trade www.wwt.boston.com

Women's Business www.womensbiz.com

Click [here](#) to contact the Office of Business Development.

Compiled and written by Trisha L. Hasch

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Thomas M. Menino, Mayor

Charlotte Golar Richie, Chief and Director

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